



United States of America  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

Robert Delaware  
MuckRock News  
DEPT MR 1645  
PO Box 55819  
Boston, MA 02205-5819

SEP 11 2012

Re: FOIA-2012-01204  
Yelp Complaints

Dear Mr. Delaware:

This is in response to your request dated August 03, 2012 under the Freedom of Information Act seeking access to copies of all complaints to the Federal Trade Commission regarding [www.yelp.com](http://www.yelp.com). In accordance with the FOIA and agency policy, we have searched our records, as of August 03, 2012, the date we received your request in our FOIA office.

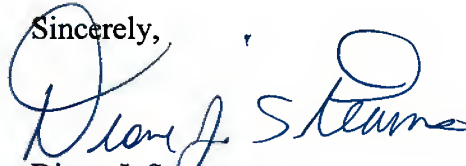
We have located 685 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

You also requested that we waive fees for any charges incurred by this request. We have decided to grant your fee waiver request since we have found that the disclosure of the information you requested is likely to contribute significantly to public understanding of the operations or activities of the government and that the request is not primarily in your organization's commercial interests. See 5 U.S.C. § 552 (a)(4)(A)(i) and (iii).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Mark Peterson at (202) 326-3731.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with the first name "Dione" being more prominent.

Dione J. Stearns  
Assistant General Counsel

Enclosure: CD-ROM of documents.